

**POLITENESS STRATEGIES USED IN COMPLAINT  
BY INDONESIAN EFL LEARNERS  
IN MUHAMMADIYAH UNIVERSITY OF SURAKARTA**



**RESEARCH PAPER**

**Submitted as a Partial Fulfillment of the Requirements  
for Getting Bachelor Degree of Education  
in English Department**

**Proposed by**

**ENDAH HANA PRATIWI**

**A 320 090 260**

**SCHOOL OF TEACHER TRAINING AND EDUCATION  
MUHAMMADIYAH UNIVERSITY OF SURAKARTA**

**2013**

APPROVAL

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**POLITENESS STRATEGIES USED IN COMPLAINT  
BY INDONESIAN EFL LEARNERS  
IN MUHAMMADIYAH UNIVERSITY OF SURAKARTA**

by

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Accepted by the Board of Examiners  
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On March 20, 2013

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## TESTIMONY

The researcher hereby declares that there is no proposed work before in this research to get Bachelor degree in certain university and as long as the researcher knows that there is also no work or idea that has ever written or published by other people, except referred writtent in this research paper and mentioned in bibliography.

If it is provided that there is mistake in the researcher's statement above later in the future, she will be totally responsible for that.

Surakarta,     March 2013

The Researcher

A handwritten signature in black ink, appearing to be 'Endah Hana Pratiwi', written over a light gray rectangular background.

Endah Hana Pratiwi

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**MOTTO**

**Only three words:**

**Positive**

**Persistence**

**Pray**

**(Muhammad Assad)**

## **DEDICATION**

This research is dedicated to:

My mother **Mahrifatulhijah** and My father **Jumali**

My little sisters **Ina** and **Ida**

My future husband **Favha**

All my dearest friends **Dheftya, Dwi, Reni, and Yafi**

And all my friends.....

## ACKNOWLEDGMENT



*Assalamualikum Wr. WB*

*Alhamdulillahirobil'amin.* Praise to ALLAH SWT, the Almighty God, for blessing and guiding the writer in completing this title of researcher paper: **POLITENESS STRATEGIES USED IN COMPLAINT BY INDONESIAN EFL LEARNERS IN MUHAMMADIYAH UNIVERSITY OF SURAKARTA**, as a partial fulfillment of the requirements for getting bachelor degree of education in English Department of Muhammadiyah University of Surakarta.

The writer would like to express her sincere gratitude for all people who give contribution to make this research paper more completely. Without their contribution the writer is likely impossible to finish it. In this opportunity, the writer would like to express her gratitude and appreciation to:

1. **Agus Wijayanto, Ph.D**, as the first research consultant who has guided and advises her during the arrangement of research paper from the beginning until the end.
2. **Dra. Malikatul Laila, M.Hum**, as the second consultant who has guided and advises her during the arrangement of research paper from the beginning until the end.

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4. Dra. Siti Zuhriyah Aryatmi, M.Hum, as the Academic Consultant of Teacher Training and Education.
5. Drs. H. Sofyan anif. M. Si., as the Dean of the School of Teacher Training and Education of Muhammadiyah University of Surakarta
6. Her beloved family, mother (Mahrifatulhijah), father (Jumali), and sisters (Ina and Ida) who never give up for praying, helping, supporting her everytime, however she had to refuse all your requests while she finished it.
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9. Forever thanks to all Indonesian EFL participants, without you this research would not be perfect.



She realizes this research paper is far from being perfect, because her limited of capability. Therefore, she would like to thank for the readers if they can gives opinion, suggestion, and criticism to makes to better. She wishes this paper would give useful and beneficial for the readers.

*Wassalamualaikum Wr.Wb.*

Surakarta,      March 2013

The Researcher

A handwritten signature in black ink, consisting of a large, stylized 'E' followed by a smaller, more complex scribble.

Endah Hana Pratiwi

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## **LIST OF ABBREVIATION**

FTA	: Face Threatening Act
PP	: Positive politeness
NP	: Negative politeness
BOR	: Bald on record
OR	: Off record politeness strategy
FF	: Complaint done by female complainer to female complaine
FM	: Complaint done by female complainer to male complaine
MM	: Complaint done by male complainer to male complaine
MF	: Complaint done by male complainer to male complaine
CE	: The relationship of the interlocutors is Close – Equal
CL	: The relationship of the interlocutors is Close – Lower
CH	: The relationship of the interlocutors is Close – Higher
FE	: The relationship of the interlocutors is Familiar – Equal
FL	: The relationship of the interlocutors is Familiar – Lower
FH	: The relationship of the interlocutors is Familiar – Higher
UE	: The relationship of the interlocutors is Unfamiliar – Equal
UL	: The relationship of the interlocutors is Unfamiliar – Lower
UH	: The relationship of the interlocutors is Unfamiliar – Higher

## SUMMARY


**ENDAH HANA PRATIWI. A 320090260. POLITENESS STRATEGIES USED IN COMPLAINT BY INDONESIAN EFL LEARNERS IN MUHAMMADIYAH UNIVERSITY OF SURAKARTA. RESEARCH PAPER. MUHAMMADIYAH UNIVERSITY OF SURAKARTA. 2013**

This research aims to describe the use of politeness strategies in complaint in relation to relative power (P) and distance (D) by Indonesian EFL learners in Muhammadiyah University of Surakarta.

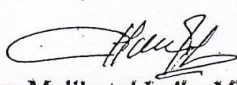
The study uses descriptive qualitative research in which the research participants were thirty Indonesian EFL learners at first semester at English department, Muhammadiyah University of Surakarta. The data were spoken utterances of complaint strategies elicited through oral DCT (Discourse Completion Tasks) scenarios. The subjects were taken using the technique of proporsional random sampling comprising fifteen female and fifteen male participants. The data of compliant strategies were analyzed based on Trosborg (1995), whilst that of politeness were analyzed based on Brown and Levinson (1987).

The research findings showed that Indonesian EFL learners' strategies of complaint have tendency of annoyance 56,67% (based on variable close-equal), of annoyance 62,07% (based on variable close-lower), of disappointment 50,00% (based on variable close-higher), of requesting 76,67% (based on variable familiar-equal), of rebuking 63,33% (based on variable close-equal), of dissatisfaction 62,07% (based on variable familiar-higher), of requesting 55,00% (based on variable unfamiliar-equal), of requesting 60,00% (based on variable unfamiliar-lower), of annoyance 88,33% (based on variable unfamiliar-higher). As for politeness, Indonesian EFL learners have tendency of positive politeness 58,33% (based on variable close-equal), of positive politeness 63,79% (based on variable close-lower), of positive politeness 56,90% (based on variable close-higher), of bald on record 68,67% (based on variable familiar-equal), positive politeness 53,33% (based on variable familiar-lower), positive politeness 53,33% (based on variable familiar-higher), of bald on record 70,00% (based on variable unfamiliar-equal), of bald on record 50,00% (based on variable unfamiliar-lower), bald on record 53,33%(based on variable unfamiliar-higher)

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## TABLE OF CONTENTS

TITLE .....	i
APPROVAL.....	ii
ACCEPTANCE .....	ii
TESTIMONY .....	iv
MOTTO .....	v
DEDICATION .....	vi
ACKNOWLEDGEMENT .....	vii
LIST OF ABBREVIATIONS .....	x
SUMMARY .....	xi
TABLE OF CONTENTS .....	xii
CHAPTER I : INTRODUCTION	
A. Background .....	1
B. Problem Statement .....	4
C. Objectives of the Research .....	4
D. Scope of the Research .....	4
E. The Significant of the Research .....	5
F. Research Paper Organization .....	6
CHAPTER II : UNDERLYING THEORY	
A. The Concept of Politeness.....	8
1. The Concept of Face .....	9
a. Negative Face.....	9

b. Positive Face .....	9
2. Politeness Strategies.....	9
a. Bald on Record.....	9
b. Positive Politeness.....	12
c. Negative Politeness .....	17
d. Off Record Politeness .....	22
B. Sociological Factors (P and D) .....	27
C. Speech Act .....	28
1. Classification of Speech Act .....	28
2. Function of Speech Act.....	30
D. Speech Act of Complaint .....	30
1. Notion of Speech Act of Complaint.....	32
2. Levels of Complaint.....	33
3. Category of Complaint Strategies .....	34
E. Previous Studies on Complaint .....	37

### CHAPTER III: RESEARCH METHOD

A. Type of the Study .....	39
B. Subject of the Study .....	39
C. Data of the Research .....	40
D. Data Collection Technique.....	41
E. Data Analysis Technique .....	42

### CHAPTER IV: DATA ANALYSIS AND DISCUSSION

A. Research Findings .....	44
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1. Complaint Strategies .....	44
2. Politeness Strategies .....	82
B. Discussion of the Findings .....	115
1. Complaint Strategies .....	115
2. Politeness Strategies .....	117

## CHAPTER V : CONCLUSION, IMPLICATION, AND SUGGESTION

A. Conclusion .....	119
B. The Implication of the Research .....	121
C. The Weakness of the Research .....	123
D. Suggestion for Further Research .....	123

## BIBLIOGRAPHY

## APPENDIX